

ORIGINAL

TELECOM
TP
PROFESSIONALS, INC.



Judith A. Riley, J.D.

12316 Hidden Forest Blvd.
Oklahoma City, Ok 73142

December 5, 2016

Via electronic mail

Docket Control
Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007
LMorrison@azcc.gov

Re: *Tariff Revisions for TerraCom, Inc.*
Docket No. T-20802A-16-0424

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AZ CORP COMMISSION
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2016 DEC - 5 A 8:06

Dear Commission:

Enclosed with this filing are an original and thirteen (13) copies of TerraCom, Inc.'s revised wireless tariff pages. TerraCom filed tariff revisions on November 17, 2016 and was later asked by Commission Staff to make additional revisions to pages 16, 19, 25, and 27. With these revised pages, TerraCom has corrected data speeds on page 16, broadband terminology on page 19, symbols used on page 25, and eligible low income programs on page 27. Please use the attached pages in place of the pages filed on November 17, 2016.

If Commission Staff has any questions, please contact me directly at 405-755-8177, ext. 103 or by email at mdean@telecompliance.net.

Sincerely,

Arizona Corporation Commission
DOCKETED

DEC 05 2016



Matt W. Dean
Regulatory Agent for TerraCom, Inc.

Enclosures

Arizona Informational Tariff No. 1
Lifeline Wireless Services**SECTION 2 –LIFELINE WIRELESS SERVICES, CON'T.****2.2.2 TerraCom Handset**

- A. Lifeline eligible customers can elect to receive a standard handset at no charge or purchase a higher end model. The handset may be a refurbished unit.
- B. The handset is provided exclusively for use by the customer for TerraCom Lifeline wireless service. Any other use of this provided handset, including and without limitation any resale, unlocking and/or re-flashing of the handset is unauthorized and constitutes a violation of TerraCom provided service. Any customer who accepts a handset agrees not to unlock, re-flash, tamper with or alter this handset or its software or engage in any other unauthorized or illegal use of the provided phone or the service, or assist others in such acts, or to sell and/or export handsets outside of the United States. These acts violate TerraCom company rights and policy as well as state and federal laws. Improper, illegal or unauthorized use of the TerraCom provided phone is a violation of a customer's agreement to use TerraCom Lifeline wireless service and may result in the immediate discontinuance of services and result in legal action.

2.2.3 Additional Minutes

- A. TerraCom Additional Minute Plans are available in denominations of the following:

	\$10.00	\$20.00	\$30.00
Voice Minutes	750	1000	2500
Texts	Unlimited	Unlimited	Unlimited
Data	100MB	1GB	2GB

(C)
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(C)

TerraCom Wireless Voice & Data Upgrades come in increments of \$10, \$20, and \$30. Voice minutes and data expire 30 days from purchase, and are used after Base Plan minutes and data. Subscribers with a talk and text phone will receive the above minutes but not the data.

- B. Airtime, when used for standard cellular calls and if purchased outside an Additional Minute Plan, will be decremented at the uniform rate of \$0.20 per minute.

- C. A standard cellular call is considered to be a call that does not include the following types of usage:

1. informational services;
2. multi-media usage;
3. text messaging
4. other usage as determined applicable by the Company.

- D. Deduction of minutes for a completed call from a customer's handset will begin when the SEND key is pressed and will end when either party ends the call, rounded to the nearest minute. Call detail records will only be provided where required by applicable law.

- E. Airtime minutes do not have any cash value. The purchase of a TerraCom Additional Minute Plan is non-refundable.

Arizona Informational Tariff No. 1
Lifeline Wireless Services

SECTION 2 –LIFELINE WIRELESS SERVICES, CON'T.

2.2.5 Data Services

- A. TerraCom provides wireless data services and broadband internet access services (“BIAS”) using your TerraCom phone. A data plan must be purchased and your phone enabled for data service.

(C)

(C)

(D)



(D)

- B. Data usage will be deducted from the available data allocation in a purchased Data Subscription. Unused data expire at the end of a monthly Data Subscription period and may not be used in subsequent months. If allocation of data is used before the end of the monthly period, a subscriber will be required to add an additional Data Subscription in order to access the mobile internet. A subscriber may terminate a subscription or switch to another data subscription by contacting TerraCom. Subscribers are responsible for all data activity from and to the wireless phone on the account, regardless of who initiates the activity. TerraCom reserves the right to suspend, limit, or terminate a subscriber's account without notice for any misuse or use that adversely impacts network performance. TerraCom will not provide free access to data content.

- C. Data services available to TerraCom subscribers may allow access many forms of data content such as internet, text, pictures, music, email, or other materials. Some data content that subscribers will access will be from other third-party websites or services. Some of this data content may be unsuitable for minors. Subscribers of TerraCom data services are solely responsible for evaluating the data content accessed while using a TerraCom handset or device.

TerraCom, for any reason, may place restrictions on accessing certain data content, limit the amount of accessible data, or terminate a subscriber's access to data services. TerraCom supports the use of data content, but, TerraCom makes no representations or warranties (expressed or implied), to the extent permitted by law, including, any warranty of merchantability, fitness for a particular purpose, service quality of content, non-infringement, performance, accuracy, or efforts of any third party's data content or to third party data content a subscriber may access while using a TerraCom handset or device. TerraCom does not have control over the data content provided on third party's site that a subscriber may access. TerraCom reserves the right to change, limit, or terminate access to data content, without notice, at any time, and is not required to replace any data content requested by subscribers.

Arizona Informational Tariff No. 1
Lifeline Wireless Services

SECTION 2 –LIFELINE AND WIRELESS SERVICES, CON'T.**2.5 Wireless Lifeline Program****2.5.1 General**

A. TerraCom' Wireless Lifeline Program gives qualified consumers the ability to acquire wireless service that includes a free handset, local and domestic intralata/interlata calling and selected customer calling features without a credit check, deposit, or contracts.

B. Under the Company's Wireless Lifeline plan, qualified subscribers will be able to select from the following service offerings:

1. Wireless Lifeline Service 500 Talk and Unlimited Text Plan: (C)
500 free voice minutes per month, plus unlimited text messaging. (C)
Unused minutes will not rollover from month to month.
2. Wireless Lifeline Service Unlimited Talk or Text Plan*: (N)
This plan includes unlimited local voice minutes and unlimited text minutes for \$29.99 per month.
3. Wireless Lifeline Service Unlimited Talk Text Web Plan*: (N)
This plan includes unlimited local voice, unlimited text minutes, and unlimited web use at \$29.99 per month.

* These plans are no longer available to new accounts, but customers with these existing plans are permitted to be grandfathered as long as their accounts remain current. (N)
(N)

Arizona Informational Tariff No. 1
Lifeline Wireless Services

SECTION 2 –LIFELINE WIRELESS SERVICES, CON'T.

2.5 Wireless Lifeline Program (con't)

2.5.2 Low-Income Assistance

A. A low-income Lifeline service provides a discount on the monthly charge for service. Eligibility is determined based on income or participation in assistance programs closely related to and based on income.

B. In Arizona, a consumer is considered eligible for low-income assistance if they have a total household income at or below 135% of the federal poverty guidelines or participate in at least one of the approved public assistance programs, as indicated below:

1. Supplemental Nutrition Assistance Program (SNAP).
2. Supplemental Security Income (SSI)
3. Medicaid.
4. Federal Public Housing Assistance.
5. Veteran's Pension and Survivor's Benefit Program.

C. Telephone service must be in the name of the individual receiving the benefit.

D. Only one low-income credit is available per household.

(C)

(C)



(C)